

CLAIM OR CLAIMS

We claim:

1. A method for processing work requests in a system having a central computer containing a web server and a plurality of remote computer workstations coupled to said central computer, said method comprising:

- a. an Originator creating a work request at a first of said remote computer terminals and transmitting it to a first level for approval;
- b. said first level reviewing said work request and, if approved, transmitting it to a second level Review Board for approval;
- c. said second level Review Board reviewing said work request and, if approved, transmitting it to a third level Group Lead for work assignment;
- d. a Facilitator assigned in the preceding step executing said work request;
- e. said third level Group Lead reviewing work performed by said Facilitators, and transmitting approval to said fourth level if satisfactory;
- f. said fourth level Review Board reviewing work performed by said Facilitator, and transmitting it to said fifth level if satisfactory;
- g. said fifth level reviewing work performed by said Facilitator and, if satisfactory;
- h. closing said work request.

2. The method as in Claim 1 wherein said work request is disapproved, notifying said Originator by email through said computer system and canceling said work request.

3. The method as in Claim 1 further including the step of

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transmitting an email message to said Originator each time said work request is approved.

4. The method as in Claim 3 wherein said email message includes a hot link to a main menu of said process, thereby providing access to a form for approval of said work request.

5. The method as in Claim 1 further including the step of transmitting an email message to the next level in said process each time said work request is approved.

6. The method as in Claim 5 wherein said email message includes a hot link to a main menu of said process thereby providing access to a form for approval of said work request.

7. The method as in Claim 1 wherein said work performed by said Facilitator is not satisfactory, further including the step of notifying said Facilitator and said Group Lead.

8. The method as in Claim 7 further including said Group Lead and employees reworking said work request until the work is approved.

9. The method as in Claim 1 further including a main menu displayed for a user to interactively select a step of said process.

10. The method as in Claim 10 further including displaying a screen representing an approval form in response to selection of a step of said process from said main menu.

11. A method for processing work requests in a system

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having a central computer containing a web server and a plurality of remote computer workstations coupled to said central computer, each of said work stations including web browser software, said method comprising:

- a. at a first of said remote computer terminals an Originator creating a work request and transmitting it to a first level for approval;
- b. said first level receiving an email message requesting a review and approval of said work request and, if approved, transmitting it to a second level Review Board for approval;
- c. said second level Review Board receiving an email message requesting a review and approval of said work request and, if approved, transmitting it to a third level Group Lead for work assignment;
- d. a Facilitator assigned in the preceding step executing said work request;
- e. said third level Group Lead receiving an email message requesting a review and approval of work performed by said Facilitators, and transmitting approval to said fourth level if satisfactory;
- f. said fourth level Review Board receiving a request for review and approval of work performed by said Facilitator, and transmitting it to said fifth level if satisfactory;
- g. said fifth level reviewing work performed by said Facilitator and, if satisfactory;
- h. closing said work request.

12. The method as in Claim 11 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for approval of said work request.

13. The method as in Claim 11 wherein each of said email

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messages includes a hot link to a main menu of said process, which provides access to a form for rejecting said work request.

14. The method as in Claim 11 wherein a work request is rejected, further including the step of notifying said Originator by email through said computer system and canceling said work request.

15. The method as in Claim 11 wherein said work performed by said Facilitator is not satisfactory, further including the step of notifying said Facilitator, said Originator and said Group Lead.

16. The method as in Claim 15 further including said Group Lead and Facilitators reworking said work request until the work is approved.

17. The method as in Claim 11 further including a main menu displayed for a user to interactively select a step of said process.

18. A method for processing work requests in a system having a central computer containing a web server and a plurality of remote computer workstations coupled to said central computer, each of said work stations including web browser software and said computer executing web server software, said method comprising:

- a. an Originator creating a work request at a first of said remote computer terminals and transmitting it to a first level review for approval;
- b. said first level receiving an email message requesting a review and approval of said work

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request and, if approved, transmitting it to a second level Review Board for approval and notifying said Originator by email of said approval;

- c. said second level Review Board receiving an email message requesting a review and approval of said work request and, if approved, transmitting it to a third level Group Lead for work assignment and notifying said Originator by email of said approval;
- d. a Facilitator assigned in the preceding step executing said work request;
- e. said third level Group Lead receiving an email message requesting a review and approval of work performed by said Facilitators, and transmitting approval to said fourth level if satisfactory and notifying said Originator by email of said approval;
- f. said fourth level Review Board receiving a request for review and approval of work performed by said Facilitator, transmitting it to said fifth level if satisfactory, and notifying said Originator by email of said approval;
- g. said fifth level reviewing work performed by said Facilitator and, if satisfactory;
- h. closing said work request and notifying said Originator of closure of said work request.

19. The method as in Claim 18 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for approval of said work request.

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20. The method as in Claim 18 wherein each of said email messages includes a hot link to a main menu of said process, which provides access to a form for rejecting said work request.

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